



**Minutes of North Ayrshire Strategic Planning Group Meeting
Held on Wednesday 5th March 2019, 10.00am
Fullarton Community Hub, Irvine, KA12 8DF**

Present:

Councillor Robert Foster (Chair)
John Rainey (Vice Chair)
Caroline Whyte, Chief Finance and Transformation Officer, NAHSCP
Christine Speedwell, Care Centre Manager
Brenda Knox, Health Improvement Lead, NHS A&A
Gavin Paterson, Engagement Officer, NAHSCP
David Donaghey, Partnership Representative, NAHSCP
Louise McDaid, Staff Representative
Norma Bell, Manager, Planning & Performance, Mental Health, NAHSCP
Sam Falconer, Community Pharmacist NHS A&A, Kilwinning Locality Planning Lead
Fiona Thomson, Service User Representative
Betty Saunders, Procurement Manager, NAHSCP
Louise McDaid, Unison Representative
Jacqui Greenlees, Policy & Community Planning Officer
Dalene Sinclair, Senior Manager, Universal Years, NAHSCP
Laura Barrie, KA Leisure
David Bonellie, Optical Representative
David MacRitchie, Chief Social Work Officer & Senior Manager, Justice Services, NAHSCP
Dr Paul Kerr, Clinical Director, NAHSCP
Sharon Bleakley, Scottish Health Council
Lorna McGoran, Primary Care Manager, NAHSCP
Heather Molloy, Independent Sector Representative
Andrew Keir, GIRFEC Team Manager, Three Towns Locality Planning Representative
Barbara Conner, Interim Irvine Locality Planning Lead
Scott Bryan, Team Manager, Planning, NAHSCP
Louise Harvie, Governance Assistant (Minutes) NAHSCP

In Attendance:

Stephen Brown, Director, NAHSCP (Presentation)
Julie Barret, Senior Manager, Community Mental Health, NAHSCP (Presentation)

Apologies Received:

Donna McKee, Head of Service, Children & Families and Justice Services, NAHSCP
Thelma Bowers, Head of Service, Mental Health, NAHSCP
Councillor John Sweeney, Three Towns Locality Representative
Michelle Sutherland, Strategic Planning & Transformational Change Lead, NAHSCP
Simon Morrow, Dental Representative
Marion Gilchrist, LD Manager/Locality Lead
David Donaghey, NHS Staff Side
Vicki Yuill, NA Third Sector Interface/Arran CVS/Locality Lead
Eleanor McCallum, Partnership Communication & Engagement Officer, NAHSCP
Clive Shephard, NA Federation of Community Associations
Louise Gibson, Dietetic lead, Integrated Services, NHS A&A
Dr Janet McKay, Garnock Valley Locality Planning Lead
Alistair Reid, Allied Health Professions Lead, NAHSCP
Elaine Young, Assistant Director of Public Health, NHS
David Hammond, Senior Manager, Housing
David Thomson, Associate Nurse Director/Lead Nurse, NAHSCP
Ruth Betley, Senior Manager, Island Services, NAHSCP



1.	<u>WELCOME & APOLOGIES</u>	
1.1	Councillor Foster welcomed all to the meeting. Apologies were noted and accepted.	
2.	<u>MINUTES/ACTION NOTE OF PREVIOUS MEETING (23.01.19)</u>	
2.1	Minutes of the previous meeting dated 23 rd January 2019 were approved as accurate with no amendments required.	
3.	<u>MATTERS ARISING</u>	
3.1	There were no matters arising for discussion.	
4.	<u>Integration Joint Board (IJB) - Feedback</u>	
4.1	<p>Agreed that relevant items from IJB meetings would be shared with group on future basis.</p> <p><u>Budget</u> Councillor Foster reported that the 19/20 Council budget has been set with Council agreeing to fully fund all pressures identified by the Partnership. Still awaiting NHS budget. A budget briefing will be shared at the next Strategic Planning Group to analyse and discuss in detail when a clearer picture is available re NHS budget.</p>	<p>Agenda – 17.04.19 All</p>
Focus on: Thinking Different, Doing Better		
5.	<u>Strength Based Working</u>	
5.1	<p>Stephen Brown, Director attended the Strategic Planning Group to deliver a presentation on future work associated with Asset-Based Working.</p> <p>Stephen highlighted the need for a change in workforce and shifting the outlook of staff and how we work in the future. Work is being driven by the refreshed Strategic Plan to focus on this approach.</p> <p>As part of this work, 'Thinking Different, Doing Better' sessions are in the process of being arranged to reinforce the Partnership's identity and create an asset-based approach to service delivery. It is anticipated that 150 half-day sessions will run from April 2019 and will focus on the following:</p> <ol style="list-style-type: none"> 1) What the Health & Social Care Partnership does 2) Reaffirming the Health & Social Care Partnership's identity 3) Delivering clear messages around strategic intent and asset-based approach, i.e. building communities, resilience etc. 	
5.2	West Road has been identified as the building to host these sessions and will be transformed in April 2019 to allow roll out in July 2019. The National Art Gallery will assist with transforming the building to fit the vision of the HSCP and to maximise the impact of the experience.	
5.3	Over and above staff sessions, the building will be available on evenings with invitations extended to Community Groups, Mother and Toddler groups, Knitting groups etc. to include them in the experience.	
5.4	<p>Following the above presentation, the group had the opportunity to ask Stephen any questions pertaining to 'Thinking Different, Doing Better'.</p> <p>Group discussion took place:</p> <ul style="list-style-type: none"> • Acknowledged this is not an 'overnight solution'; although will hopefully change outlook of staff over period of time. Work will be undertaken to ensure experience and learning continues. 	



	<ul style="list-style-type: none"> • Good opportunity to capture views and expectations of staff without numerous surveys. Fun way of gathering what is important within our communities. • Opportunity for Locality Planning Forums to establish who in the community should be targeted and/or maximised. 	
5.5	Overall, the Strategic Planning Group are highly supportive of the 'Thinking Different, Doing Better' sessions and acknowledge the benefits and learning associated with this.	
Focus on: Bringing Services Together – Services Examples		
6.	Integrated Early Years' Service	
6.1	Dalene Sinclair, Senior Manager, Children & Families Early Years' Service attended the Strategic Planning Group to provide a presentation on 'Better Together' Integrated Early Years' Service.	
6.2	<p>Presentation slides included:</p> <ul style="list-style-type: none"> • Aims <ul style="list-style-type: none"> - Overcoming challenges to help the child get the right help at the right time - Work in Partnership with whoever can help to address needs • Who Are the Team? <ul style="list-style-type: none"> - From Health Visitors, Early Years Social Workers, Family Nurse Partnership, Assistant Nurse Practitioners etc. • Universal Health Visiting Pathway • Team Work Together • Locality Working – New Opportunities <ul style="list-style-type: none"> - Strategic Context - Kilwinning - Co-Location - Teams Around Children 	
6.3	Community Mental Health Services	
6.4	Julie Barrett, Senior Manager, Community Mental Health (CMT) attended the Strategic Planning Group to provide a presentation on 'Bringing Services Together' within North Ayrshire Adult Community Mental Health Services.	
6.5	<p>The presentation covered the following areas:</p> <ul style="list-style-type: none"> • Context • Tackling Locality Priorities <ul style="list-style-type: none"> - Engaging with Communities - Embed Prevention and Early Intervention - Improve Health & Wellbeing - Bring Services Together • Current Statutory Services <ul style="list-style-type: none"> - Adult CMT Service - Health Care Services - Social Care Services - Primary Care Mental Health Team - Community Mental Health Team - Crisis Resolution Team - Social Work Mental Health Team • Third & Independent Sector Services including: <ul style="list-style-type: none"> - Access Ability - Aims Advocacy - Mind and Be Active - Richmond Fellowship Scotland 	



	<ul style="list-style-type: none"> • Service User Feedback • Staff Feedback • Enablers • 'Hard'/'Soft' Organisation Design & Development Issues • Current Demands • Predicted Population Changes • Future Hopes & Aspirations/Commitment of Engagement • Our Vision: <ul style="list-style-type: none"> - Future Service - Future Model - Future Structure 	
6.6	<p>Following the above presentations, the group had the opportunity to ask questions relating to Integrated Early Years' Service and Community Mental Health Services.</p> <p>A lively group discussion took place and overall, the group praised the work ongoing in Bringing Services Together.</p>	
Focus on: Members Input		
7.	SPG Discussion	
7.1	<p>To fit in with the theme of focusing SPG meetings on the HSCP Priorities and in this instance, Bringing Services Together, the following questions were put forward to the group:</p> <p>(1) To what extent do we feel that HSCP services are seamless from the point of view of the service user?</p> <p>(2) What more can we do to improve the experience of service users when accessing our services?</p> <p>Please refer to Appendix 1 for group feedback received.</p>	Appendix 1
Focus on: Locality Planning Forums (LPF)		
8.	Update from LPF Leads	
8.1	<p><u>North Coast</u></p> <p>Louise McDaid provided an update on the most recent North Coast LPF meeting dated 15th February 2019. On reviewing the Terms of Reference, an array of invites were extended to CPN's, staff members and active young people. Louise reported, following an update from Dr Rachel, MSK reports are now more positive within the North Coast locality. Therefore, Priorities within the area were reviewed, and MSK no longer identified as a North Coast priority. 'Physical Activity' will replace this priority.</p> <p>Louise added that she aims to continually broaden the knowledge of the group and is hopeful that people with lived experience of services will join the North Coast LPF. Also, considering proximity to border, group is keen to get representation from Inverclyde HSCP.</p>	
8.2	<p><u>Irvine</u></p> <p>Barbara Conner outlined that the Irvine LPF continues to focus on the priorities identified. Gavin Paterson attended the latest forum to discuss the Engagement Pilot.</p> <p>As part of this discussion, acknowledged a series of 'Chit-Chat Sessions' are been hosted within the Irvine area. To avoid duplication of conversations/questions etc, the Irvine LPF will join up with these sessions and combine discussions to ascertain the needs for the Irvine Locality.</p>	



	Work continues to focus on cross working and linking in with local sewing groups to produce canny cookers. Scott Bryan will be provided with the plans for the canny cookers and will look at rolling this out within other Localities.	
8.3	<u>Arran</u> Vicki Yuill was unable to attend the meeting; however Scott Bryan provided a brief update on the Arran Locality Planning Forum. Since the most recent meeting, the Locality Partnership and the Arran LPF have merged into one Organisation. This structure will be reviewed in 2020 following one year's Pilot. Both groups share a number of priorities and members, therefore integrating will reduce duplication. Note – all other Localities will remain as two separate organisations.	
8.4	<u>Garnock Valley</u> No update from Garnock Valley locality. Update required at next meeting.	
8.5	<u>Three Towns</u> Andrew Keir advised that the Three Towns Locality group are continuing to liaise with Secondary Schools to discuss the Three Towns priorities. Discussions include: <ul style="list-style-type: none"> • Mental Health • Cost of school day • Access to sport • Relationships with Social Media Feedback from Teachers has been extremely positive. Following visits to all Secondary Schools, information will be collated and shared within the Community with productive ideas going forward. The group is also looking at ways to work collaboratively with other Organisations within the Three Towns to look at family inclusion and healthy eating.	
8.6	<u>Kilwinning</u> Work is ongoing within the Kilwinning Locality to confirm relevance of the group. The aims of the group and function against other groups are in the process of being reviewed to verify the impact. Update to be shared at future Strategic Planning Group.	Future Agenda
Focus on: Other Relevant Updates		
9.	Care Home Strategy	
9.1	Scott Bryan provided an update on progress in relation to the new Care Home Strategy. This work is required as a result of the revised National Care Contract which may impact the sustainability of local Care Homes. An early review of data has highlighted some areas for further interrogation, such as the appropriate use of eligibility criteria to identify those whose needs are best addressed by admission to a Care Home as opposed to Community Support. A Reference Group is in the process of being established to look at how this is taken forward. Louise McDaid questioned if staff can sit within this group, to which Caroline advised that full membership has not yet been identified, however noted this would be taken into consideration. A more robust update will be available at a future Strategic Planning Group.	Future Agenda
10.	ADP Conversation	



10.1	Gavin Paterson outlined that wider conversations have commenced in relation to the new ADP Strategy. Several groups will be established to take conversations forward, including peer researches who have experience of addiction with alcohol and drug, young people groups and family affected groups. Gavin asked that the Strategic Planning Group support conversations going forward.	
10.2	<p>Louise McDaid highlighted concerns in relation to gambling addiction not being part of these wider discussions.</p> <p>Louise noted that attendance within Gamblers Anonymous meetings have immensely increased with over 70 people attending the Ardrossan meeting alone. Louise emphasised the importance of tackling gambling addictions within the Community due to this increase.</p> <p>Following a group discussion, it was agreed by Councillor Foster that concerns around gambling addictions would be tabled at a future Strategic Planning Group.</p>	Future Agenda
11.	What Matters to You (2019)	
11.1	As well as an Ayrshire Wide Steering Group, Gavin reported that a North Ayrshire specific Steering Group has been established this year for 'What Matters to You 2019' (WMTY). SPG members to contact Gavin should they wish to be involved in this work.	
12.	AOCB	
12.1	<p><u>International Social Prescribing Day</u></p> <p>Lorna McGoran reminded the group of the International Social Prescribing Day scheduled for Thursday 14th March 2019. Lorna asked the SPG to help promote and share the work involved, including videos/quotes on Social Media and Stalls within Libraries etc.</p>	
12.2	<p><u>Future Agenda Items</u></p> <p>Any agenda items to be forwarded to Scott Bryan or Louise Harvie for inclusion within future agenda.</p> <p>Agenda items received to date:</p> <ul style="list-style-type: none"> • Budgets • Performance Review 18/19 • Kilwinning Locality Work • Gambling Addiction 	
12.3	There was no other business to be discussed, therefore the meeting was brought to a close.	
13.	Future Meetings	
13.1	Wednesday 17 th April 2019, at 10:00am within Greenwood Conference Centre, Dreghorn, Irvine.	

Bringing Services Together

Feedback received from the Strategic Planning Group in response to:

- 1) **To what extent do we feel that HSCP services are seamless from the point of view of the service user?**
- 2) **What more can we do to improve the experience of service users when accessing our services?**

Table 1

- Service user doesn't know what HSCP is.
- Addictions – Integrated Team and one point of referral/entry
- People want service – but frustrations of retelling their personal stories.
- Differing terms confuse public, e.g. Primary Care or GP
- GP Receptionist can advise what service is best
- Link Workers – excellent example
- Trust in System – People 'lose' services e.g. lack of funding and 'lose trust in system'

Table 2

- Each service being open to be first point of contact – then refer on if not appropriate (saves retelling of stories constantly)
- Service users to be contacted by the most appropriate service
- First service takes responsibility to see through (e.g. SPSO approach to complaints)
- To make clearer communication about what each service does to allow service user to self-refer appropriately
- For each service to understand each other's roles and remit
- MDT within Localities

Table 3

- Perception they are not seamless
- Bad experiences – need to spread good stories
- Explaining services beforehand with better communication
- High expectations

Table 4

- Depends on how many services are being accessed/what service is being accessed
- Single Point of Contact supports seamless service – prevents duplication
- Different services when accessing not sharing info therefore having to repeat stories
- Info System – crucial to allow person to be signposted or relevant service contact person
- It is important, as the service user, to be contacted by the most appropriate person